Christ the Redeemer College

L o n d o n

IT SUPPORT OFFICER

(Post Reference: CRC- ITS012)

Salary Scale: £29,000 – £35,500 Per Annum/Pro Rata

ABOUT THE COLLEGE

Christ the Redeemer College (CRC) London is an academic institution established by the Redeemed Christian Church of God. We are a leading provider of vocational and higher education located in Harrow, London. CRC was founded in 1998 as Christ Redeemer Bible College originally located in the South-East of London and the purpose of the college was to train ministers for the Redeemed Christian Church of God.

At CRC we are dedicated to the training of men and women from a wide range of backgrounds to become leaders that serve people with quality and distinction, whether within ministry, business or in public service. We are a partner college of Newman University, Birmingham. The Main Campus is located at the College's own facilities at 23 The Village Way East, Rayners Lane. London. HA2 7LX and 2 other campuses at Ilford and Croydon.

Our education foundations are built on Christian Ethos though with a global commitment of empowering all students from every background to be able to grow and excel in a conducive environment. Our student body is diverse, including many under-represented and disadvantaged groups such as mature students and students from low-participation neighbourhoods.

CRC is committed to educating individuals to become church leaders, counsellors, health and social care professionals, qualified business leaders, community leaders etc. who can clearly understand and address the unique assets and needs of their communities. As communities are strengthened through strong leadership, they become more engaged within their immediate communities and can drive sustainable change. CRC's programmes equip leaders to change lives, revitalize congregations, and transform business and communities. Although CRC's primary focus has been its work with pastors, theological students, and church leaders, over the years, its programmes have also expanded to educate individuals to engage in business management studies, community development, health and social care.

CRC MISSION AND VISION

The CRC mission is to provide high quality, high value education to advance the leadership, ministerial and professional aims of our students in a competitive and dynamic global environment. Our aim is to offer the most positive learning experience possible in a setting that encourages and fosters friendliness and positive social engagement.

We seek to provide an engaging learning environment that fosters community and at the same time allows for individuality among the diverse student body. Our approach to training is targeted towards preparing students to become leaders in their chosen field of endeavour in business, employment or Christian ministry. CRC is also committed to training men and women, young and old, to communicate the Christian faith in a contemporary environment and to be effective leaders and witnesses in the 21st Century world.]

CORE VALUES

Our core values lie in our wholehearted commitment to our students, staff and stakeholders, and our constant efforts to improve in all we do. Our approach is inclusive; we celebrate diversity and will tirelessly strive to enhance the life opportunities that a good education provides for our students. CRC aims to be both financially and environmentally sustainable, seeking always to reinvest our resources to enhance:

- the student experience.
- our research capacity.
- our engagement with the public, business and Christian community.
- our commitment to our local communities and
- our commitment to provide a learning environment underpinned by Christian ethos.

We will be decisive and focused on all we do, and plan with a realistic ambition founded on our strong progress to date and will:

- embrace challenges and seize opportunities
- expect and celebrate creativity and excellence
- act responsibly and with integrity
- show determination, resilience, ambition and adaptability
- work together to deliver our Vision

STRATEGIC AIMS

Our strategic aims are gathered under headings that reflect both our vision and values. These are:

- To enhance teaching and learning and the student experience
- To grow our research provisions
- To build a robust College community
- To collaborate with external partnerships
- To build robust sustainability.

Job Title: IT Support Officer

Department: IT

Reports To: IT Manager

Job Type: Full Time, Onsite

Main Location: CRC Main Campus, 23 Village Way East, Rayners Lane, Harrow, HA2 7LX

Secondary Locations: CRC Ilford Centre, CRC Croydon Centre

About the Role

Job Summary

The IT Support Officer will assist the IT Manager in delivering reliable and efficient IT services across the College and its locations. The role is responsible for supporting the day-to-day operations of the IT department to meet the academic and administrative needs of staff and students.

Key duties include installing and maintaining computing equipment and software, troubleshooting technical issues, and ensuring timely resolution of IT-related incidents in line with College policies and service standards.

Key Responsibilities

- Provide first-line IT support to staff and students, resolving hardware, software, and network issues promptly and professionally.
- Install, configure, and maintain computing equipment, peripherals, and software across the College, ensuring optimal performance.
- Manage user accounts and access permissions, including Microsoft 365 and Student Management Systems, ensuring data integrity and security.
- Monitor and maintain network security, backups, and compliance with GDPR and College IT policies.
- Support classroom technology setup and provide technical assistance for College events such as graduations, student inductions, etc.
- Maintain and update College website and learning resources, ensuring accessibility and accuracy.
- Perform regular system updates and audits, including servers, computers, and printers, to maintain reliability and security.
- Deliver IT training and guidance to staff and students on best practices, new technologies, and College IT policies.
- Research and recommend innovative tools and solutions to enhance IT services and improve user experience.
- Collaborate with stakeholders to identify IT requirements and implement cost-effective solutions aligned with the College's objectives.
- Any other duty as determined by IT Manager, Operations Director, or Rector.

Person Specification

Essential Criteria

- CompTIA A+ (or similar) certification or proven technical ability.
- Minimum 1–2 years' experience in IT support or systems administration within an educational or similar environment.
- Excellent working knowledge of computer systems, service desk operations, network and systems administration, databases, and data storage solutions.
- Strong understanding of IT infrastructure and operations best practices, including security protocols and compliance requirements (e.g., GDPR).
- Experience with Microsoft 365, Azure Active Directory / Entra ID, MS Exchange, and other Windows-based systems.
- Experience in web development and content management systems, particularly WordPress.
- Experience with virus removal, and hardware restoration after security breaches.
- Ability to implement, configure, and test IT solutions effectively.
- Strong analytical, critical thinking, and decision-making skills.
- Ability to explain complex technical concepts clearly to non-technical users.
- Excellent organisational skills with the ability to manage multiple priorities and adhere to timelines.
- Evidence of continuous professional development and staying current with emerging technologies.

Desirable Criteria

- Degree or equivalent qualification in IT, Computer Science, or a related discipline.
- Experience in project management, including prioritisation, risk management, cost control.
- Experience with Apple device configuration, and Apple Schools Manager.
- Experience with Android and Chromebook device configuration, and Google Workspace for Education.
- Familiarity with Google Apps administration, enterprise backup and recovery procedures, and system performance monitoring.
- Working knowledge of cloud architecture and rolling out IT infrastructures across various technologies.
- Knowledge of programming languages (particularly Python) and scripting for automation.
- Experience in designing customised IT systems and services.
- Familiarity with architecture processes and performance reporting for operating systems.
- Familiarity with AI tools and LLMs.

Additional Information

- The role may require additional hours to support project requirements.
- The postholder will be expected to maintain the highest levels of confidentiality and integrity.